



## Building Better Customer Connections

Thursday, June 1, 2006

### Course Descriptions

#### Pricing

Marriott Crystal Gateway Hotel  
9:15 AM - 10:15 AM

This course will help you understand GSA's pricing system for real property. In addition, obtain the most current information on pricing principles and policy changes.

#### Delegations

Marriott Crystal Gateway Hotel  
9:15 AM - 10:15 AM

If you are responsible for operating and maintaining a delegated building, this training course is for you! Regional and National Office Delegation Representatives will be present to address important issues facing delegated agencies and answer all questions. The topics are varied Rent Estimate, Budgeting, Operational Reviews and much more.

#### RWA

Marriott Crystal City Hotel  
9:15 AM - 10:15 AM

This session explores all aspects of the reimbursable services process. Specific topics include RWA options available to your organizations, standards GSA associates are using to estimate reimbursable work, the overhead sliding scale and much more.

#### Location and Leasing Policy

Marriott Crystal Gateway Hotel  
9:15 AM - 10:15 AM

Hear from our leasing experts what you need to ensure success when making facility location decisions. This session will cover the implementation of GSA Location Policy within the NCR, Congressional interest, and new GSA procedures designed to promote its effective implementation. An understanding of local markets and local government development plans will help you make the most informed decision.

#### Delegations

Marriott Crystal Gateway Hotel  
10:45 AM - 11:45 AM

If you are responsible for operating and maintaining a delegated building, this training course is for you. Regional and National Office Delegation Representatives will be present to address important issues facing delegated agencies and answer all questions. The topics are varied Rent Estimate, Budgeting, Operational Reviews and much more.

#### Pricing

Marriott Crystal Gateway Hotel  
10:45 AM - 11:45 AM

This session will help you to understand GSA's pricing system for real property. Obtain the most current information on pricing principles and policy changes.

#### FTS: Bringing the Basics Back to WITS Billing

Marriott Crystal Gateway Hotel  
10:45 AM - 11:45 AM

Do you want a clear understanding of your monthly WITS bill? Do you want to know how to expeditiously resolve a billing discrepancy? Are you ready to discuss the fundamentals of billing? Do we hear a resounding - YES? Join FTS and Verizon Federal as we answer these and other WITS billing questions and bring the basics back to WITS billing.

#### DHS/FPS Security and Billing

Marriott Crystal Gateway Hotel  
10:45 AM - 11:45 AM

From attending course, you will get a comprehensive understanding of the types of services provided by DHS as well as the charges, billing procedures, policies and new security updates.

#### Real Property Asset Management

Marriott Crystal Gateway Hotel  
10:45 AM - 11:45 AM

This course will help you partner with GSA to position your inventory to work more effectively for you. GSA shares planning techniques for improving portfolio effectiveness through capital investment and leasing and answers your questions on GSA pricing policy updates.

<b>Pricing</b> Marriott Crystal Gateway Hotel 1:30 PM - 2:30 PM	This course will help you understand GSA's pricing system for real property. In addition, you can obtain the most current information on pricing principles and policy changes.
<b>Delegations</b> Marriott Crystal Gateway Hotel 1:30 PM - 2:30 PM	If you are responsible for operating and maintaining a delegated building, this training course is for you! Regional and National Office Delegation Representatives will be present to address important issues facing delegated agencies and answer all questions. The topics are varied Rent Estimate, Budgeting, Operational Reviews and much more.
<b>RWA</b> Marriott Crystal City Hotel 1:30 PM - 2:30 PM	This session explores all aspects of the reimbursable services process and the use of Reimbursable Work Authorizations (RWAs). Specific topics include RWA options available to your organizations, standards GSA associates are using to estimate reimbursable work, the overhead sliding scale, and tools and techniques you can use to ensure you're getting the most value.
<b>Real Property Asset Management</b> Marriott Crystal Gateway Hotel 1:30 PM - 2:30 PM	This course will help you partner with GSA to position your inventory to work more effectively for you. GSA shares planning techniques for improving portfolio effectiveness through capital investment and leasing and answers your questions on GSA pricing policy updates.
<b>DHS/FPS Security and Billing</b> Marriott Crystal Gateway Hotel 3:00 PM - 4:00 PM	From this course, you will get a comprehensive understanding of the types of services provided by DHS as well as the charges, billing procedures, policies and new security updates.
<b>FTS: Bringing the Basics Back to WITS Billing</b> Marriott Crystal Gateway Hotel 3:00 PM - 4:00 PM	Do you want a clear understanding of your monthly WITS bill? Do you want to know how to expeditiously resolve a billing discrepancy? Are you ready to discuss the fundamentals of billing? Do we hear a resounding - YES? Join FTS and Verizon Federal as we answer these and other WITS billing questions and bring the basics back to WITS billing.
<b>Location and Leasing Policies</b> Marriott Crystal Gateway Hotel 3:00 PM - 4:00 PM	Hear from our leasing experts what you need to ensure success when making facility location decisions. This session will cover the implementation of GSA Location Policy within the NCR, its goals, Congressional interest, and new GSA procedures designed to promote its effective implementation. An understanding of local markets and local government development plans will help you make the most informed decision.
<b>FSS: Expediting Your Furniture Procurements</b> Marriott Crystal Gateway Hotel 3:00 PM - 4:00 PM	Purchasing furniture for your new office space can be a challenging and daunting task. GSA's National Furniture Center will show how to purchase these products and furniture related services correctly and order through GSA's National Furniture Center so that you can avoid the major pitfalls. (CLUs earned)